

**city of
panama
city****POLICE
DEPARTMENT**

David W. Slusser, Chief

January 24, 1996

Palmer Wireless/Cellular One
12800 University Drive, Suite 500
Fort Meyers, FL 33907

Attn: Mr. Jim Fredrickson
Vice-President of Engineering

Dear Mr. Frederickson:

It has come to my attention that a cellular site close to the Panama City area could be lost due to the fact that it is a temporary site. The site in question is in the Mexico Beach area and is very vital to the operations of the Panama City Police Department. We've had our cellular service with Cellular One for over a year a half now after having changed from Sprint Cellular. The move to Cellular One was made because we felt Cellular One's service was superior to Sprint Cellular's service. Our officers, investigators, and administrative staff use our cellular phones on a regular basis to complete the police mission. Any gap in our cellular service would be an extreme detriment to our department's mission and the welfare of the community. Other law enforcement agencies in our area also use Cellular One and they feel the same way about any interruption in service.

It is our hope to impress upon you the importance of this cellular site to the service of the citizens and to the law enforcement effort. I am, therefore, requesting that you make the Mexico Beach cellular site a permanent site so that we will experience no interruption in our cellular service here in northwest Florida. With all the technology at our hands, law enforcement relies very heavily on cellular service to complete our mission. I hope this letter has helped to convince you of this fact.

Sincerely,



John T. Riner
Deputy Chief of Police

/lao

1209 East 15th Street
Panama City, Florida 32405-6199
904/872-3102

**Bay County Sheriff's Office****GUY M. TUNNELL, Sheriff**3421 Highway 77 • Panama City, Florida 32405
(904) 747-4700

January 29, 1996

Mr. Jim Fredrickson
Palmer Wireless/Cellular One
12800 University Drive, Suite 500
Fort Myers, Florida 33907

RE: Cell Site at Mexico Beach

Dear Mr. Fredrickson:

Our agency has been doing business with the Cellular One Company locally for a number of years and depend a great deal on the communications equipment and service that Cellular One provides.

As you know, last year Hurricane Opal arrived in Panama City in Bay County and caused quite a bit of damage. During this period of time we depended greatly on our communications and cell phone equipment provided by Cellular One. The local company, with manager, Patsy Ansley, has always provided a great service to our agency in time of need.

As our agency grows along with the Bay County and Panama City area, we feel there is a great need to establish a permanent cell site in the Mexico Beach area. Our agency not only works in general in the Bay County area, but in outlying areas in other counties in task force type work. We feel with the cell site in Mexico Beach it would help provide adequate communications with cellular phones throughout this area.

Thank you in advance for your consideration in this matter and if you have any questions, please feel free to call me.

Sincerely,

A handwritten signature in dark ink, appearing to read "Joe Spiva".

Sergeant Joe Spiva
Communications Director

fp

**PLEASE JOIN US IN SUPPORT OF THE FLORIDA SHERIFFS YOUTH RANCHES**

E. T. Smith Youth Villages, Inc. Youth Camp, Caruth Camp

**Central Panhandle Chapter****American Red Cross**

430 East 15th Street
Panama City, Florida 32405
(904) 763-6587

January 24, 1996

Jim Fredrickson
Vice President, Engineering
Palmer Wireless / Cellular One
12800 University Drive, Suite 500
Fort Meyers, FL 33907

Dear Mr. Fredrickson,

It is indeed a pleasure for me to offer this letter of support and appreciation for the relationship we have enjoyed with Cellular One. For sometime, the Central Panhandle Chapter of the American Red Cross has been served by your local office here in Panama City. However, that relationship became one of critical necessity when we started to make preparations for the storms which threatened our chapter area this past summer. Finally, Opal struck the Panhandle with record fury and devastating results.

There is not one shred of doubt in my mind that we could not have been as effective in our preparation and response or as successful in our relief effort had it not been for the unreserved and generous support from Patsy Ansley and others at Cellular One. We were able to bring limited resources to bare at the time and place of critical need because of cellular connectivity.

Please be assured you have our full support and encouragement in any effort you may make to expand or enhance your existing service. We hope to depend on you in any future disaster event, as well as our day to day chapter affairs in which we provide a variety of health and human services to the six county area we serve.

Sincerely,


Richard M. Pascoe
Executive Director



State of Florida
DEPARTMENT OF
HIGHWAY SAFETY AND MOTOR VEHICLES

TALLAHASSEE, FLORIDA 32399-0500

FRED O. DICKINSON, III
Executive Director

P. O. Box 15729
Panama City, Florida 32406

January 24, 1996

Jim Frederickson
Vice President of Engineering
Palmer Wireless/Cellular One
12800 University Drive
Suite 500
Ft. Myers, FL 33907

Dear Mr. Frederickson:

I would like to express the sincere appreciation of the Florida Highway Patrol for your company's assistance to public safety.

A few years ago we approached your local manager, Patsy Ansley, about Cellular One participating in our *FHP Cellular Program and she graciously agreed to do so. As I am sure you are aware, this enables a motorist with a cellular phone, to contact the Florida Highway Patrol, to report any problem they observe on the highway, and it is a free call.

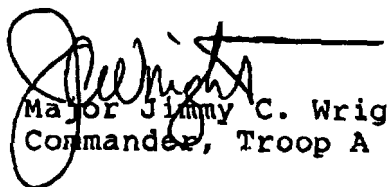
This program has enabled the Highway Patrol to respond more quickly to traffic crashes or traffic problems and most importantly, remove many DUI impaired drivers from the highways.

During our most recent natural disaster, Hurricane Opal, your company, as it has in the past, provided a number of telephones to our agency, free of charge. This allowed our officers, on the highway, to maintain communication. At one time during the storm our local phone system went down and we were able to maintain communications, with the State Emergency Operations Center and other law enforcement agencies, only by the use of cellular phone.

In my opinion your company is a good corporate citizen, because of its contribution to an issue, that is dear to my heart, PUBLIC SAFETY.

Thanks again for your assistance to the Florida Highway Patrol. I look forward to continuing our partnership, in serving the community, in the area of public safety.

Sincerely,


Major Jimmy C. Wright
Commander, Troop A

JCW/kjm

cc: Patsy Ansley
General Manager
Cellular One

PAUL A. RADER
GENERAL

KENNETH HOOD
TERRITORIAL COMMANDER



The Salvation Army

LT. COLONEL PHILIP SWYERS
DIVISIONAL COMMANDER

FOUNDED IN 1885 BY WILLIAM BOOTH
1824 W. 15TH STREET
P.O. DRAWER 540 PHONE (904) 769-5259
PANAMA CITY, FLORIDA 32402
FAX: 769-5346

CAPTAIN M. NEWTON BROWN
MRS. CAPTAIN JANE BROWN
CORPS OFFICERS

January 25, 1996

Mr. Jim Fredrickson
V.P. Engineering
Palmer Wireless/CellularOne
12800 University Drive, Ste 500
Fort Myers, FL 33907

Dear Mr. Fredrickson:

This letter is to inform you of the excellent service we have received from CellularOne in Panama City, Florida.

The Salvation Army vehicles that have cellular phones are operating on service through CellularOne. We have always received prompt and courteous assistance when needed.. During the Hurricane relief efforts, CellularOne provided The Salvation Army with portable cellular phones which enabled us to be more efficient in our relief efforts. They also made available charged batteries for the phones.

I would recommend the placement of a permanent cell site for CellularOne in Mexico Beach and feel this would be a great asset to the community.

Sincerely,

M. Newton Brown, Capt.
Commanding Officer

Chief of Police
P. L. Sullivan

PANAMA CITY BEACH POLICE DEPARTMENT

17110 Firenze Street
Panama City Beach, Florida 32413-2128

Patrol 233-5000

Investigation
Administration
233-5010

January 26, 1996

Mr. Jim Fredrickson
V.P. of Engineering
Palmer Wireless, Inc./Cellular One
12800 University Dr. Suite 500
Ft. Myers, Fla. 33912

Mr. Fredrickson,

The Panama City Beach Police Department has been using Cellular One for part of its communications system; we are presently using twenty phones.

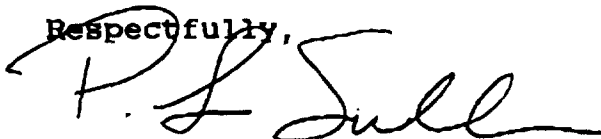
During Hurricane Opal, the availability of this communications capability was imperative for the successful operation of our department's mission.

While the singular issue of the storm is a high profile focal point, it only compliments the significance of day to day cellular phone operations for my department. The ability to have communication that cannot be monitored, the ability to provide support for crime and accident victims and the ability to complete administrative matters without returning to the station or finding a public phone is paramount to the successful operation of this department.

It is significant to mention that the department receives a growing amount of information and calls for assistance through cellular phone users. My jurisdiction provides police services to approximately three and a half million visitors a year. A great number of them are cellular phone customers. For the purpose of my department's ability to carry out its mission of crime prevention, apprehension of criminals and the service of the public, I would encourage any consideration for the enhancement of the system that we are operating on. To suggest that this issue is important to us would most probably be an understatement.

Thank you in advance for your time.

Respectfully,



P. L. Sullivan
Chief of Police

PLS:cm

"To Protect and Serve"

Gulf Power Company
1230 East 15th Street
Post Office Box 2448
Panama City FL 32402
Telephone 904 785-4611



the southern electric system

January 26, 1996

**Palmer Wireless/Cellular One
12800 University Drive, Suite 500
Fort Meyers, Florida 33907**

**Attention: Mr. Jim Fredrickson
Vice President of Engineering**

Dear Mr. Fredrickson:

It has come to my attention that a cellular site close to the Panama City area could be lost due to the fact that it is a temporary site. The site in question is in the Mexico Beach area and is very vital to the operations of the Gulf Power office. We have had our cellular service with Cellular One for several years and have been pleased with that service. Our engineering and marketing representatives use cellular phones on a regular basis. Any gap in our cellular service would be an extreme hardship on our representatives and the completion of our field tasks.

We would like to stress the importance of this cellular site to the service to our customers and the industries we serve. We are, therefore, requesting that you make the Mexico Beach cellular site a permanent site so that we will experience no interruption in our cellular service here in northwest Florida. We rely heavily on cellular service and hope this will serve to emphasize this to you.

Sincerely,

**Vic L. Jones
Panama City District Manager**

**COMMUNITY SUPPORT
DURING
HURRICANE OPAL**

**THANK YOU
LETTERS**

**American Red Cross**

November 1995

Dear Friend of the Red Cross,

Thanks to your support, the American Red Cross was able to provide immediate assistance to the numerous individuals and families in the Western Florida region who were impacted by Hurricane Opal.

In this second most active hurricane season on record, the Red Cross was present to help families cope with Opal's devastation and begin their long-term recovery. The Red Cross sheltered almost 19,000 individuals and families prior to and after the hurricane's landfall. Once recovery efforts began, the Red Cross assessed the damage, delivered hot meals and refreshments throughout the impacted area, provided clean-up and comfort kits, and housed numerous families who were unable to return to their homes. In addition, more than 1,860 families and individuals met with Red Cross caseworkers to determine their immediate and long-term needs. This would not have been possible without your concern and involvement.

The enclosed certificate is an expression of our appreciation for your role in the Hurricane Opal relief efforts. Because of your generous donations of time, talents, money and materials, the American Red Cross was able to once again provide assistance when Help Can't Wait.

Sincerely,

Larry D. Koslick
Director of Operations
Hurricane Opal, DR 775



American Red Cross

***Certificate of Appreciation
presented to***

Cellular One

***Thank you for giving help and hope to those in need.
Hurricane Opal, Florida, DR 775, October 1995.
You made a difference when Help Can't Wait.***

Larry D. Kostick

**Larry D. Kostick
Director, DR 775**



Donald W. Jones

**Donald W. Jones
Vice President, Disaster Services**





Florida Department of
Law Enforcement

James T. "Tim" Moore
Commissioner

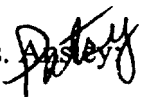
DIVISION OF CRIMINAL
INVESTIGATIONS
TALLAHASSEE REGIONAL
OPERATIONS BUREAU

PANAMA CITY FIELD OFFICE
P.O. DRAWER 6735
PANAMA CITY, FL 32404

October 16, 1995

Patsy Ansley
Cellular One
529 W. 23 rd. St.
Panama City, Florida 32401

Re: Assistance provided during Hurricane Opal

Dear Ms. 

On Wednesday, October 4, 1995, the Bay County Emergency Operation Center was activated due to the anticipated arrival of Hurricane Opal. During State of Emergencies of this type, the Florida Department of Law Enforcement is mandated to coordinate state law enforcement personnel and equipment to support local law enforcement agencies. Upon my request, you authorized Mr. Mike Pledger from your agency to provide the F.D.L.E. with five loaner Cellular telephones to enhance our communications capabilities. The use of these cellular phones was a tremendous time saver in facilitating our communications as most land lines were either incapacitated or busy due to high demand.

On behalf of the Florida Department of Law Enforcement, Panama City Field Office, I want to thank Cellular One for providing this valuable equipment in a time of such crises.

Sincerely,



DALLAS N. HERRING
Special Agent Supervisor
Panama City Field Office

DNH/bhv

Dear Patsy - Thanks Cellular One! ¹⁰⁻¹¹⁻⁹⁵

During our recent escape from Hurricane Opal, Bill & I were a part of a three-car convoy - "running from the wind."

One of our friends used Cellular One - and one used Sprint - Cellular One came through!

When the Sprint lines were overloaded, I loaned my phone to the Sprint customer & we were back in business!

Communication is important anytime, but in an emergency, it's nice to know which cellular carrier will come through - Cellular One & I have it! Thanks -

Linda O'Neil

**COMMUNITY SUPPORT
DURING
HURRICANE OPAL**

PHOTOS

PHOTOS THAT DEMONSTRATE HOW CELLULAR ONE ASSISTED DURING THE HURRICANE OPAL CLEAN UP:

#1--Ann Theus, a Panama City Beach resident, makes calls from a Cellular One phone while standing in what's left of her home.

#2--A field service technician with Bell South uses a Cellular One phone to stay in touch with the main office.

#3 and #3A--Members of the Florida Army National Guard called friends or loved ones courtesy of Cellular One and MCI while they were working in the Panama City, Florida area.

#4--A Gulf Power employee uses a Cellular One phone to communicate with his office while restoring power to badly hit areas.

#5--Claudine Beveridge, of Panama City Beach, calls a relative while sitting in her garage. She and her husband lost everything except for what is shown here.

#6--M.E. Beveridge, of Panama City Beach, uses a Cellular One phone to call his granddaughter. Hurricane Opal completely destroyed their four bedroom home.

#7--Steve Carlson, V.P./General Manager with Cellular One/Palmer Wireless, Inc., and Mike Pledger, an account executive with Cellular One, programmed 120 phones for the Federal Emergency Management Agency (FEMA). Devona Synder, a telecommunications chief with FEMA, assisted with the process that only took a few hours.

#8--Corporal Jim Merrill, of the Panama City Beach Police Department, directs traffic away from the restricted areas while using a Cellular One phone to make calls.

#9--Sargeant Randy Allen, of the Florida Highway Patrol, uses a phone provided by Cellular One so he can communicate with headquarters when he's not patrolling for looters in a helicopter.

#10 and #11--Cell site technicians with Cellular One/Palmer Wireless, Inc. set up one of two cell site on wheels (COWs) that were brought to Panama City, Florida to handle the additional calls being made.

#12-- John Ward, who owns a home on Panama City Beach, called his mother in Montgomery, Alabama while standing near the pool that used to be shared by residents in his complex.

#13--A Panama City Beach business owner calls a friend while standing in what used to be a favorite nightclub among local residents.

#14 and #15--Salvation Army volunteers from throughout the state used cellular phones to coordinate supplies so they could provide food for Panama City residents who needed it.

#16--Cherie Brown stands underneath what's left of her house on Panama City Beach while calling her boyfriend in Pensacola, Florida.

#17--Officers of the Bay County Sheriff's Department use a cellular phone to keep up with information about the restricted areas on Panama City Beach, Florida.

#18 and #19--Emergency Management Officials in Panama City used cellular phones to enhance their communications during and in-between meetings held every four hours.



1



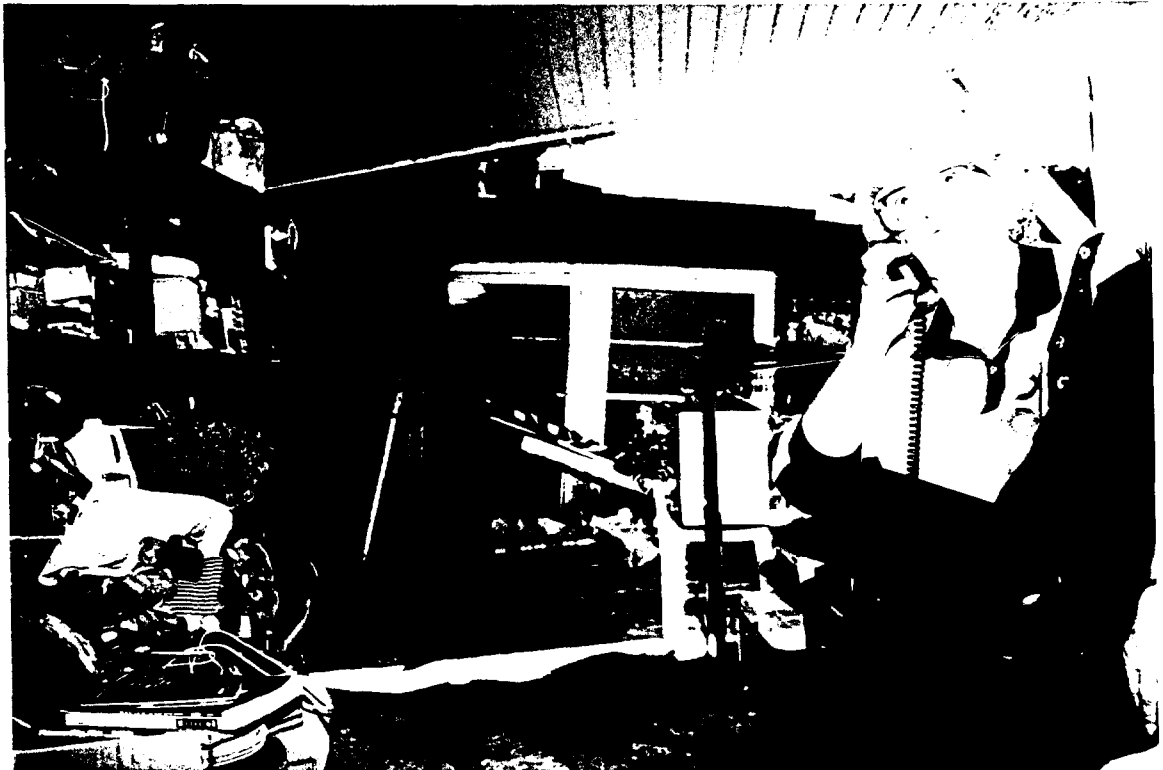
2



3



3A





6



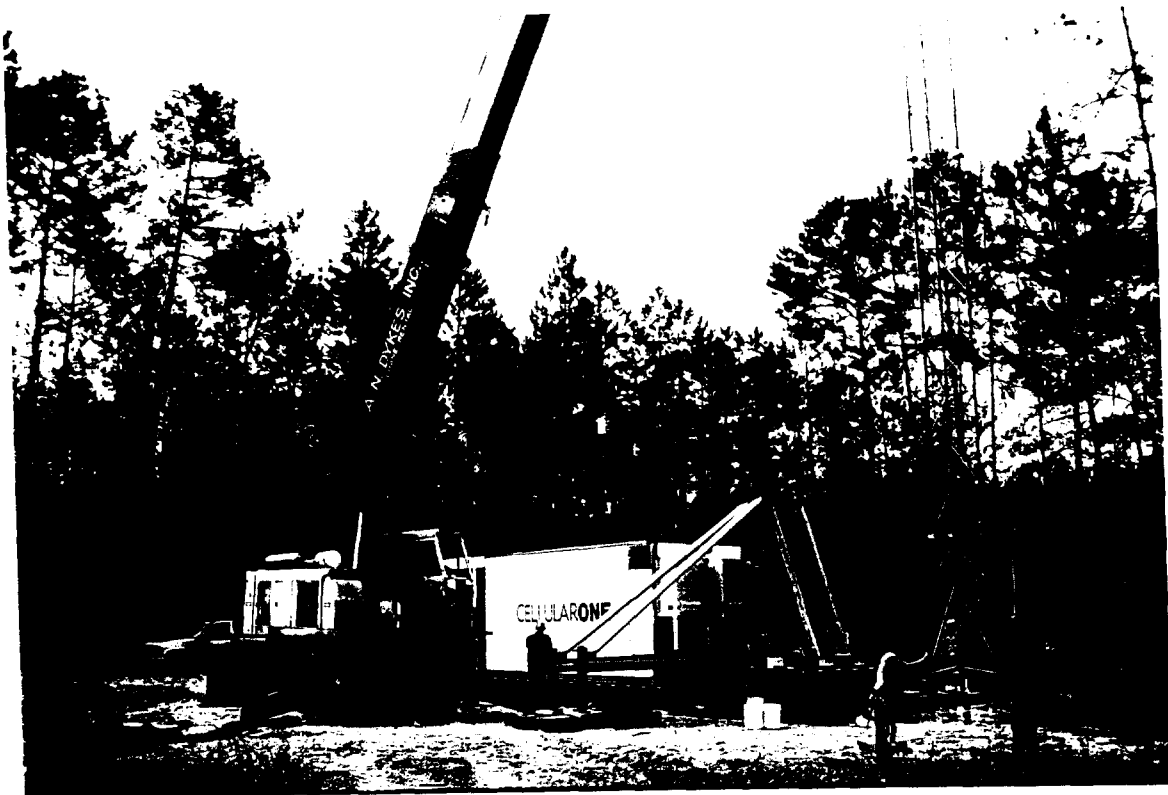
7



8



9



10



11

12



13





